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ABSTRACT

This report describes how 22 Louisiana public school counselors were selected to attend a 5-day summer program to acquaint counselors with several computer programs relevant to counseling. It also describes the follow-up mail survey regarding the counselors' motivation for attending, evaluation of the program and accommodations, and opinions on why more counselors do not use computers in their work. The summary of survey responses indicates the following: (1) most attended for self-improvement; (2) most appreciated the hands-on experience; and (3) most felt such workshops would ease computer anxiety and improve the use of computers in counseling. The responses to the survey appear in the appendix. (CML)

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FINAL REPORT

AN INSTITUTE DEVOTED TO TRAINING PUBLIC SCHOOL COUNSELORS IN THE USE OF COMPUTERS AND SOFTWARE PERTINENT TO CAREER COUNSELING

PROJECT DIRECTOR

WALTER LISTON Ed.D.

Funded by
The State of Louisiana
Department of Education
Office of Vocational Education

The University of New Orleans

November 1, 1989

U.S. DEPARTMENT OF EDUCATION
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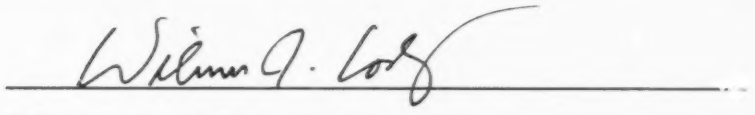
FOREWORD

This research guide, AN INSTITUTE TO TRAIN PUBLIC SCHOOL COUNSELORS IN THE USE OF COMPUTERS AND SOFTWARE PERTINENT TO CAREER COUNSELING, was produced as a result of a project funded by the Louisiana State Department of Education to the University of New Orleans. This Model Unit represents the concerted efforts of selected public school counselors from throughout the State of Louisiana. This Unit has been tested and evaluated.

The Model Counseling Unit was developed for the express purpose of aiding experienced as well as beginning counselors.

It provides instructional content, sources, and supplemental materials. We believe that this Unit will make a major contribution to the improvement of counseling in Louisiana.



Wilmer S. Cody
State Superintendent of Education

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This publication represents the cooperative efforts of the personnel in the Department of Educational Leadership and Foundations, The University of New Orleans and the Office of Vocational Education, Louisiana State Department of Education. Special recognition goes to Walter Liston, Ed.D., who served as Project Director and to Alvin Bertrand, Ph.D., who served as Project Research Specialist in the development of the Unit.

C. R. Bell

Raymond Bell
Interim Assistant Superintendent
Office of Vocational Education

REPORT ON

THE UNIVERSITY OF NEW ORLEANS SUMMER INSTITUTE
ON COMPUTERIZED INFORMATION AND GUIDANCE,
JUNE 19-23, 1989

In accordance with the terms of the proposal submitted to and grant received from the Louisiana State Department of Education, Office of Vocational Education, a summer Institute was held at the University of New Orleans, June 19-23, 1989. Twenty two counselors, currently employed in public schools located throughout the State were enrolled in and completed the Institute. Procedures for selecting and training participants are outlined below.

1. A letter outlining the Institute's Program was sent to every public school counselor in the State.

2. Four persons certified as public school counselors were selected (three participants and one alternate) from each Congressional District to participate in the Institute. The criteria used to select the participants included geographic distribution of counselors and the recommendation of local supervisors. Eighty-eight applications were received.

3. Each of the participants from outside the city of New Orleans received mileage (at the State approved rate of $.21 per mile) for travel and were housed in Bienville Hall on the University of New Orleans campus. Meals were provided at the Commons, the cafeteria connected to the dormitory.

4. All classes for the Institute were held in the University's Computer Research Center (CRC).

5. A copy of the program syllabus for the entire Institute is attached, as well as other material related to or prepared for the Institute.

The general objective of the Institute was to acquaint counselors with a sample of the computer programs available for use in counseling and to give them "hands-on" experience with the use of the programs. In the original proposal, a research design was outlined which included the testing-

retesting of participants regarding their use of computers for counseling. This approach proved untenable because the participants, with one or two exceptions, were not knowledgeable of computers or had not used computers in their counseling. This necessitated giving the group an orientation to computers in general, as well as to the loading and configuration of programs. Some of the participants actually did not know how to format and copy disks.

Since the original research design was not feasible, it was decided to test the general hypothesis of the study by doing a follow-up of participants; that is, a check would be made on their reaction to and evaluation of the Institute. To this end, a questionnaire was prepared and mailed to the participants approximately three months after the end of the Institute. The results of this study are attached and headed "SURVEY RESULTS." The actual responses of the participants are attached in the APPENDIX. The findings of the follow-up survey confirm the original premise that computers can improve the effectiveness of the counseling process if adequate training is available in an atmosphere that is conducive to learning, and if the counselors are treated in a non-judgmental manner. As the investigators had conjectured on the basis of the informal responses of the participants, there was a positive and enthusiastic response to the use of computers for counseling purposes. At the end of the Institute, all the participants were competent in the operation of computers and proficient in the use of programs related to counseling.

Since the responses indicate that the training during the Summer Institute has had a positive impact on the participants, it is recommended that the second phase of the proposal be implemented. The second phase would include the statewide dissemination of computer training in the use of both hardware and software that is designed to improve the efficiency and the effectiveness of the public school counselors.

All the funds expended have been recorded in the UNO Accounting Services offices and those records are available for audit.

A certificate indicating that each participant successfully completed the Institute and a letter describing the contents of the Institute have been sent to each participant along with the follow-up survey. These materials will allow the Counselors to apply for Continuing Education Units (CEU) so that they can maintain their licensure.

In conclusion, in an informal evaluation held at the end of the five day Summer Institute, the training staff and the participants seemed to be in complete agreement that public school counselors would benefit from instruction in the use of the computer. Furthermore, it was verified that many counselors were not using computers because of a lack of experience with both the hardware and the software aspects of this new and available technology. The results of the follow-up survey seem to confirm these conclusions, and it is the opinion of the Director of the UNO Summer Institute that a series of regional workshops would have a positive effect of Career Counseling for the students throughout the State of Louisiana.

Both the training staff and the participants wish to thank the Louisiana State Department of Education for the opportunity to participate in the UNO Summer Institute.

SUMMER INSTITUTE FOLLOW-UP SURVEY
A SUMMARY OF THE RESULTS

This is a summary of the results of the FOLLOW-UP SURVEY. Approximately three months after the completion of the summer Institute in which twenty-two counselors from across the state of Louisiana were invited to spend a week working in the Computer Research Center on the campus of the University of New Orleans Computer Research Center. During the week, the participants learned about (1) the use of computers by counselors in the public schools for the purpose of facilitating career guidance, (2) use of the Guidance Information System (GIS), and (3) a variety of other software designed to assist the student who visits the counselor. The actual responses to the survey are in the APPENDIX of this paper and, of course, the raw data is available if, for any reason, it is needed.

The overwhelmingly positive nature of the responses received was gratifying and underscores the need of counselors to be trained in the appropriate use of computers as well as the use of software in the counseling and guidance process. Because of the massive amounts of data, the career information software is a great help to the counselors.

The comments received in response to the individual questions are summarized below. For the most part, actual quotes are given. Some editing for clarity and accuracy has been done by the author.

SUMMARY OF SURVEY RESPONSES

1. What motivated you to apply for the Summer Institute on computerized career information and guidance?

The theme of the responses to this question was one of self improvement. The participants desired to do a better job and to improve their skills as a Counselor. A typical response was "I needed to know more about it (career information) so I could use the information with my students."

2. How would you evaluate the Institute? Think in terms

of the benefits to you as a school counselor.

The comments often included the use the words "excellent," "beneficial," and "informative." The focus of the training was "hands-on"; this seems to be what the counselors needed. One respondent said that "the Institute provided 'hands-on' participation which was excellent. Assistance was available at all times."

3. How would you evaluate the Institute in terms of the accommodations and treatment you received?

The participants indicated that they were treated as professionals. However, they reported that the lodgings were spartan and less than grand. They seemed to be pleased with the food. As one respondent wrote, "The dormitory was spartan, but I expected that. The treatment was very cordial."

4. In your opinion, what percentage of the public school counselors in the State could profit from instruction such as you received in the Institute? Elaborate your response.

The consensus was that counselors would benefit on two dimensions: (1) they would lose their fear of computers, and (2) they would be able to facilitate career counseling more efficiently. Two examples from the comments exemplify the consensus: "...All counselors who have a program such as the ones illustrated in the Institute would definitely benefit," and "Many counselors are still very afraid of computers depending on their background...."

5. Again, in your opinion, what is the reason more counselors do not avail themselves of the computer programs designed to help with guidance and counseling?

In the opinion of the participants, Counselors do not know how to use computers; there is a lack of training for them as well as a lack of available money and time. For example one respondent stated that, "...the reason why more counselors do not avail themselves of computer programs designed to help with guidance and counseling is because of (a) non-availability of such workshops, location and timing, and (b) not being highly knowledgeable of and inconvenience of the relevance and importance of the software."

6. What recommendation would you make to the State, if any, regarding the use of computers in vocational guidance and counseling?

These responses run the gambit from "no recommendation" to specific computer training in each parish. Overall, they suggested more effort to train Counselors in the use of both computer and software. "Continue to up-grade the Guidance Information System (G.I.S.) and make it available in all schools. Encourage the use of other software by having workshops such as the one this summer."

7. In your opinion:

   a) Would it be advisable and worthwhile to hold regional computer use workshops conveniently located for all interested counselors in the region to attend? Note: the time and place of these workshops could be worked out for the convenience of local counselors.

The respondents thought that regional workshops would be helpful. "It would certainly be advisable and worthwhile to hold computer-use workshops for counselors throughout Louisiana."

   b) Would you, as a participant in the Institute, be willing to assist with such a workshop or workshops?

Most participants agreed to being helpful in a regional workshop; however, there was some trepidation. For example, one person said, "To the best of my ability-yes. I still have a very long way to go in learning. We are trying to set up the program in our parish and make it available to all counselors...."

8. Any general comments you would like to make regarding the Institute, the use of computers in guidance/counseling , or the need to train public school counselors in the use of computers. Please elaborate as much as you wish.

These comments provided several accolades regarding the training. Repeatedly the respondents stressed the need for counselor training in the use of computers and career software. "Thank you for permitting me to attend.

I have shared my 'knowledge' and support for the Guidance Information System (GIS) with several colleagues in this parish and in other parishes; it was fun, interesting and rewarding."

CONCLUSIONS

On the basis of the responses received from the survey regarding the Summer Institute, it is the opinion of the author of this report that the instruction was appropriate to the needs of the participants and that there is a distinct need in the State for additional training for counselors in the use of computers and software that can facilitate the counseling process.

APPENDIX

SURVEY RESULTS

PARTICIPANTS--UNIVERSITY OF NEW ORLEANS SUMMER INSTITUTE ON COMPUTERIZED CAREER INFORMATION AND GUIDANCE

Dear Participant:

It was our pleasure to have you as a participant in the Summer Institute on computerized career information and guidance sponsored by the University of New Orleans and the State Department of Education, June 19-23, 1989. We are doing a follow-up survey of the counselors who attended the Institute in order to determine whether or not to recommend to the State Department of Education a statewide training program for public school counselors. Your evaluations, suggestions and comments will be most helpful in the planning for future projects of this sort.

1. What motivated you to apply for the Summer Institute on computerized career information and guidance?

a. We have the G.I.S. in our school but our in-service training has been limited.

b. In our school library we have a computer to which a telephone is connected to receive career/guidance information. The monthly telephone bill has been paid for nothing. No one in the school knows how to use the information, and I have no computer knowledge except what I gained in the summer Institute.

c. The opportunity to explore G.I.S. in a peaceful environment helped me. I could concentrate on the task at hand.

d. I needed to know more about career software so I could use the information with my students.

e. I'm a new counselor. I want to learn all I can.

f. I wanted more information about computers in general and the GIS in particular.

g. I was not very knowledgeable about what was available in this area. We do have the State hook-up for the G.I.S. but it is not what I needed for my work. After I found what was available, I have recommended that the programs be purchased. Because of lack of funds, we are still at a stand still.

h. I was motivated by the dates, location, time, content, and the grant funding of the "summer Institute." I was seeking further assistance with the use of the computers.

i. I applied for the Summer Institute on Computerized Career Information and Guidance because I was in dire need of this information and experience. It also gave me the opportunity to interact with other counselors from throughout the state.

j. Selfishly, I needed the contact hours for licensing and NBCC (CCEU's). I also was interested in the topic and think counselors need the time-saving benefits of the computer.

k. I enjoy the computerized career software. I already use some of these programs and thought I'd like to learn about others.

l. I wanted more information concerning computers.

m. I have an "ADDS" computer in my office with the GIS program. I had never received formal training in its use.

n. My supervisor informed me about the workshop.

2. How would you evaluate the Institute? Think in terms of the benefits to you as a school counselor.

a. Excellent!
I now have the confidence necessary to guide my students through the career programs.

b. If our school had one of the programs illustrated in the summer Institute, I would have gained more. We do not, are not likely to have, and have since put the computer/telephone in the library out of use.

c. The Institute provided "hands on" participation which

was excellent. Assistance was available at all times.

d. If we had G.I.S., it would have been very useful.

e. As a middle school counselor, I probably would not use the G.I.S. program.

f. As a Guidance Counselor, I am always looking for more information and programs to help in everyday work. This gave me an opportunity to exchange ideas with other counselors.

g. The free-time was wonderful. It gave me the opportunity to get together with other counselors, share similar problems and then find out how much better off my situation is. In the computer world, I was not aware that such a wide variety of information is available.

h. As a Counselor of ninth grade students, I am using the techniques learned in the summer Institute to explore possible vocations and to complete vocational preference inventories with students. Currently, I am trying to develop a file of career development software. The use of the computer will reduce the time and cost required to test, evaluate, and counsel individual students.

i. In terms of benefits received as a counselor, I would say that the Institute was highly beneficial because of the "hands-on" experiences and the wealth of information received. Information received can be incorporated into my guidance program.

j. It was very informative, I liked the range of software and the new hardware (laptop computer).

k. Very beneficial!

l. Excellent.

m. Good Institute. I was exposed to several new programs.

n. I feel that the Institute was a great help to me.

3. How would you evaluate the Institute in terms of the accommodations and treatment you received?

a. The accommodations were unsatisfactory. At my age, I really would prefer to pay extra to have a single room. With only an overhead light, it was difficult to retire until very late. The treatment was excellent.

b. Excellent in every respect.

c. Treatment was very professional. All questions received equal weight and so one felt comfortable in the classroom.

d. The dormitory was spartan, but I expected that. The treatment was very cordial.

e. I was treated honestly and fairly.

f. Excellent! I enjoyed my stay in New Orleans and at U.N.O.

g. Everyone was very cordial - from the cafeteria people on. I would apply for another stay on the campus. As a counselor I wanted to visit the campus. I was amazed at the summer programs that are offered for special people. I was not aware that state institutions were offering such programs. I was particularly impressed with the program for the visually impaired students.

h. I felt that the accommodations and treatment were a "plus." I felt like a freshman again.

i. The accommodations were adequate and the treatment received during the Institute were super. It made the learning experience quite enjoyable.

j. Staying in the dormitory was good for counselors. We have been out of school for a long time; we can now relate to dormitory life again.

k. Super treatment - It had been 20 years since I stayed in a dormitory, so that took some adjusting.

l. Excellent.

m. Accommodations were good. Treatment was also good, meals were very tasty.

n. Great!!!

4. In your opinion, what percentage of the public school counselors in the State could profit from instructions such as you received in the Institute? Elaborate your response.

a. That is hard to say. It depends. Some parishes have established computer assisted guidance programs; others do not have the means to do so.

b. I cannot determine a percentage. All counselors who have programs such as the ones illustrated in the Institute would definitely benefit. All other counselors in the State should be exposed to the new technology so they can decide whether or not such a program would benefit the students in their school.

c. There's no time to learn on-the-job. Some high school counselors have student loads of 400 plus. Therefore it's difficult to focus on the learning of a new process.

d. All counselors - 100% of Junior and Senior counselors can use the college search and interest inventories. The Freshman and Sophomore counselors can use the Self-Directed Search to help focus the student's choices.

e. Using the G.I.S. programs would be more applicable to the senior high counselors. I was introduced to other programs which my students could use. Attending the Institute helped me to overcome my anxiety about using a computer on my own.

f. I would estimate about sixty percent, since most of the counselors are in high school. The students would benefit from career counseling as well as some of the motivational programs.

g. Many counselors are still very much afraid of computers, depending on their background. Since none of the participants appeared to be knowledgeable of computers or the software programs, everyone felt free to ask questions. Your two aides provided excellent assistance.

h. I feel that 100 percent of the public school counselors in the State would profit from instruction such as I received in the Institute because the computer is "in" and here to stay. Also, the use of the computer will reduce the cost of testing, evaluating, and counseling individual students.

i. In my opinion, approximately 95% of public school

counselors in the State of Louisiana could profit from instruction such as I received in the Institute. Valuable experiences could be gained in utilizing computers and software in the guidance program.

j. One hundred percent of the public school counselors could profit since we are in a technological world. We need to take advantage of the computer and its versatility.

k. Any counselor who has access to a computer would benefit. Many are afraid to use the computers they have because they know so little about them.

l. All counselors could benefit from a workshop like this. It is a perfect way to view new software.

m. It is very difficult to determine a percentage as there is not enough data available.

n. Since most public school counselors are required to use computers, I feel that the training is most important.

5. Again, in your opinion, what is the reason more counselors do not avail themselves of the computer programs designed to help with guidance and counseling?

a. The guidance facilities do not always include a computer. Counselors are over-worked and, therefore, may simply not have time for the service even though it appears helpful.

b. Perhaps they, as I, do not have any computer training. In addition, after being in counseling a number of years, counselors build up a supply of other aids to use.

c. Counselors have limited access to students. In my school there are no study halls so students have to be pulled from regular classes.

I am not comfortable with the hardware or the software. The Counselors don't have computer terminals. In our school there is only 1 main computer and, therefore, we have limited access.

d. The Counselors are afraid that the computers are too hard to use.

e. I think it has to do with fear of the computer. Initially, the computer looks intimidating.

f. Time...Many of us have summer programs that bring in a few extra dollars. Also, we have a tremendous number of school records to bring up-to-date each summer.

g. Money is a big factor in Vernon Parish. We can use federal money, but there are so many limitations on what can be purchased. The old pencil and book feel more comfortable to most counselors. The lack of knowledge of things available, money, lack of time, the fear of leaving safe surroundings, and the amount of testing that goes on in public schools leave little time to study new technologies.

h. In my opinion, the reasons counselors do not avail themselves of the computer program which was designed to help with guidance and counseling are (a) lack of communication on the part of the school system, (b) burn out at the end of a school year, (c) lack of funds for baby-sitting, and (d) the material and training are not available in their home Parish.

i. In my opinion, the reason why more counselors do not avail themselves of computer programs designed to help with guidance and counseling is because (a) training is not readily available, (b) the location and timing of the training is inconvenient, and (c) we are not highly knowledgeable of the relevancy and the importance of the new technology.

j. They do not have time during a working day to sit down at the computer and become proficient.

k. Counselors have limited knowledge of computers and how they can help.

l. (No response)

m. Time is not available to learn to be proficient; also, the location of computers within the school is not convenient.

n. Many counselors are working when training is available. Many counselors cannot afford to be away from work and families if no additional money is offered.

6. What recommendation would you make to the State, if any, regarding the use of computers in vocational/career guidance and counseling?

a. Establish funding for an <u>additional</u> counselor to be placed in every high school for the sole purpose of career counseling.

b. I would not make any recommendations. Vocational counseling can be effectively carried out with or without computers.

c. Consider implementing program in classroom use, e.g., computer literacy, or design an elective 1/2 credit course so that students can work on a computer and have direct access to the G.I.S. information. The counselor could be a resource person.

d. Every counselor needs a computer and the appropriate software and training to use it effectively.

e. I would encourage computer use; however, there needs to be more computer education for counselors.

f. We must have computers and be trained in the use of the many programs.

g. There has to be more free "rein" given in the use of monies. Summer employment is a "must" and must continue at the rate of pay from the regular academic year. Few of us are willing to work for $15.00 an hour during the summer. Vocational counseling requires a foundation. When the counselor devotes time and study to this process; he/she expects to be compensated.

h. I would recommend the course to be offered at schools in each parish or neighboring parishes to allow vocational teachers and counselors to obtain further knowledge of the Career Software Series. Seminar and workshops may be developed from this Institute. A

packet should be given explaining thoroughly the nature of the course and educational units earned.

i. I would recommend to the State that more attention be given to the fostering of computers in vocational/career guidance and counseling. This is the age of technology; utilizing computers in vocational/career guidance would greatly enhance the program designed to help in assessing and meeting the needs of students.

j. Fund the Guidance Information System in all the high schools in the State.

k. Continue to up-grade the G.I.S., and make it available in all schools. Encourage the use of other software by having workshops such as the one this summer.

l. The computer "data base" is the most efficient way to get up-to-date information to students.

m. Computers must be in the counseling department, not in other parts of the school.

n. There is little or no time available for counselors to use vocational\career guidance materials because of other required duties.

7. In your opinion:

   a) Would it be advisable and worthwhile to hold regional computer use workshops conveniently located for all interested counselors in the region to attend? Note: the time and place of these workshops could be worked out for the convenience of local counselors.

a. Yes, but during the school year.

b. A workshop would be beneficial to counselors if their respective school boards would be willing to support the program with hardware, software and training.

c. Yes, regional computer workshops would be ideal. Many counselors have family obligations which limit travel to other cities to obtain "hands-on" instruction.

d. Yes

e. Yes

f. Yes

g. When you make things too convenient, you loose part of the drive necessary for people to "get after it." There must be some motivation on the part of counselors to want this information.

h. Yes

i. It would certainly be advisable and worthwhile to hold computer-use workshops for counselors throughout Louisiana.

j. Yes

k. Yes

l. Yes

m. Yes

n. Yes

b) Would you, as a participant in the Institute, be willing to assist with such a workshop or workshops?

a. I doubt I will have the time: I am a ten month counselor.

b. I would be willing but not a good source; I have so little computer knowledge.

c. No - I don't feel knowledgeable enough!

d. Yes

e. Unfortunately, at this time in my life, I do not have the necessary free time.

f. Yes. Call me at Marksville High. Dr. Hardy suggested the Vocational-Technical schools.

g. To the best of my ability - yes. I still have a very long way to go in learning. We are trying to set up the program in our parish and make computers available to all counselors in the parish.

h. I would enjoy working as an assistant.

i. As a participant in the Institute, I would be quite willing to assist with workshops.

j. Yes, I would try my best. I am not an expert.

k. Yes

l. Yes

m. Yes

n. I feel I would be in need of a review at this time.

8. Any general comment you would like to make regarding the Institute, the use of computers in guidance/counseling, or the need to train public school counselors in the use of computers. Please elaborate as much as you wish.

a. Thank you for permitting me to attend. I have shared my "knowledge" and support of the use of the G.I.S. with several colleagues in this parish and in other parishes. The "summer Institute" was fun, interesting and rewarding.

b. An Institute to train public school counselors in the use of computers would probably be most beneficial. The counselors I know began their careers in counseling before the "Computer Age."

c. Ideally, it would have been better for each participant to have had access to his/her own computer. Computers in guidance and counseling are a problem in my school. The computer is located outside my office; therefore, I have limited access to it. Each counselor needs a terminal; its use should be spontaneous, not contrived.

Training is important, but unless the hardware is conveniently located, it can't be optimally used. Would the business community expect an accountant to use a computer that was 30 feet from his/her work site?

d. Computers are the wave of the future. The drawbacks are the cost to set up the system for counselors and the counselors' fear of computers. Educators do not utilize computers to their optimum capacity; they are mostly used for record keeping.

e. Until I attended the workshop, I had little experience with the computer. My girlfriend would set me up with the computer whenever I had typing to do. I am not willing to risk making my own errors. By providing me with some training and telling me, "You can do it" I'm now willing to use the computer. Yes, I think counselors need training, but the training needs to be appropriate.

f. Thank you for taking this interest in counselors. We are a valuable tool sometimes lost to paper work. The young people of today need us.

g. There is a real need for a class to be offered in the current counseling training programs for people who lack any formal training with computers. I have an English background and can not type. It is very difficult for me to be very productive in the use of a machine that is foreign to me. I have also found, in the very limited amount of work that I have done on a computer, that you were completely correct when you began the Institute by pointing out "this is a machine and you are in control." Only with time and experience of "hands-on" can you learn. This was another very important aspect of the program for me. As Ray pointed out, "When you learn to 'read,' things do begin making sense."

h. At my school any student who is considered to be a low-level achiever can develop a knowledge of the world of work by using the Career Development Software Series. This process includes the development of both short and long-term goals. In my opinion, there is a great need to train public school counselors in the use of the computer. Many have received a computer without instruction on how to use it. Frequently, they know that it can be

used to reduce the cost of testing, evaluating, and counseling individual students; however, without training, the Counselor is frustrated and the equipment goes unused.

i. In that more and more software is being provided for use in the vocational\career guidance program, more training in utilizing the computers and software to the greatest advantage is needed.

j. I believe the time allotted for counselors to learn and the incentive CLEU's will help to get the counselors' attendance. The more counselors we have using the computer the more help we can give each other.

k. (no response)

l. I thoroughly enjoyed the workshop.

m. The weakness of the Institute was the lack of a computer for each counselor. Also, the workshops need to be conducted during the school year; by using the knowledge and skills immediately in our jobs, it would facilitate retention.

n. The workshop needs to be for small groups.